

Member Supplier Warranty Document

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Supplier	Brand	Minimums	Exchanges	Warranty	Credits
Accessor Eyes	All brands	No minimums; suggested starting quantity 10–20	2 for 1	2 years from the office date of purchase.	Return frames with an authorization form from the rep or the original invoice for credit.
Afterbang Eyewear	All brands	No minimums	We allow reasonable, case-by-case flexibility for exchanges.	1 year from purchase date, full frame charge.	Returns and exchanges are accepted. When returned products are received, credit memos are issued.
Alternative & Plan B Eyewear	Indii Kids	16 pieces	2 to 1	3 year unconditional warranty except loss.	Does not issue credits. Does not take returns, only exchanges.
	All other brands	12 pieces		2 years from the day of dispense.	
ArmourX	All brands	No minimums	No exchanges	Provides a 1 year warranty for manufacturer defects.	Not applicable for safety frames.
Aspex Eyewear	Easy Clip (Per divison - division 1)	24 pieces	Exchanges/returns offered based on manufacturers defects.	2 year warranty on the frames on manufacturers defects and reasonable wear and tear based on the invoice date.	Full credit is offered on non-selling product within 1 year of invoice in exchange for replacement product. If the store closes, a 10% restocking fee over 20 pieces applies. In the event of a nationwide recall on frames or glasses, returns and full credit will be issued for all board samples and back up stock.
	Takumi (Per divison - division 2)				
Aspire Vision	Elfspirit, JuniorLook, BabyLook	12 pieces per order	Offered under certain conditions including: frame in reasonable condition with original packaging/ accessories without price tags or marks. 50% fee applies if requirements not met. \$5 charge applies for a missing case.	2 years from date of purchase.	Account credits are issued for approved returns and are used for future purchases.
	Genex			1 year from date of purchase.	
Audace Lunettes	All brands	12 pieces opening order	3 to 1. Need to have access to inventory within 12 months.	2 years manufacturer defect from consumer purchase.	Processed 30-45 days after product received.
Baus Eyewear	All brands	No minimums	1 to 1	Provides a 2 year manufacturer warranty for defects.	Returns and exchanges are accepted. When returned products are received, credit memos are issued. The maximum return is 30% of the purchased items. A 90 day free trial period exists where new accounts can return any items for a full refund.
Bellinger House	Bellinger / Entourage	25 pieces	3 to 1. Under a 30% return ratio annually.	2 years from the invoice date. Customer will send photo, but no need to return if approved.	Credits will only be issued if an invoice is provided.
	BLAC	12 pieces			
Bo Optik	All brands	1 frame per brand. To remain active, an account has to see a representative once every 6 months.	Dollar for dollar. Cannot return more than you bought in the previous 6 weeks.	For active accounts, 24 months from the date of dispense for warranty defects. For inactive accounts, 6 months from the date of invoice. Limited to 1 replacement. All further warranties are done at 50%.	All exchanges and warranty returns require an RMA. Warranty claims (within 2 years) are reviewed and processed within 2–6 weeks. Credits must be returned within 6 weeks of receiving replacements.
Bolle Brands	All brands	No minimums	2 to 1 or better	Provides a limited lifetime warranty on products.	Processed within 4 weeks & immediately posted to account.
Canadian Optical Supply	Silhouette	24 pieces	A maximum of 25%	Provides warranty from 2 years from date sold to consumer.	Authorized by representative within the two year warranty date.
	Strak	18 pieces			
	Inface / Nifties	12 pieces			
	Code / Fitson	6 pieces			
Centennial Optical	All brands	No minimums	30% (return 10 for exchange need to replace 13)	2 years from date of frame dispensing on manufacturers defect. Freight charges may apply.	Processed within approximately 45 days. Charges applied for missing cases.
Design Eyewear Group	FACE a FACE	40 pieces	1-1 on warrantee and at the company and representative discretions.	2 years from invoice date on manufacturer's defect as per DEG warranty policy.	Credits have a 4-6 week processing time. RAs will be issued by the sales representative.
	All other Brands	18 pieces			
	Prodesign	24 pieces			

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De Rigo Rem	All	No minimum	2 years warranty allowing an exchange for the same frame or a frame of equal value, if the same frame is not available.	2 years warranty.	processing time may take up to 10 weeks from receipt of goods.
Eredita Eyewear	All brands	30 pieces, but will work with clients as needed	A 15% rolling average against sales is in effect.	2 years from invoice date.	Accounts will be credited once the RMA is inspected and approved. This triggers an invoice adjustment and credit will appear to reflect.
Etnia Eyewear	Etnia Barcelona	Opening order: 36+ pieces (+ indicates this depends on size of display)	Maximum 20% annual exchange rate for resalable product. Chroma and Pellicer exchangeable within the Chroma collection only.	Manufacturers defects covered up to 30 months after frame removed from collection.	Credits are issued for exchanges in resalable condition with an RA. Frames have manufacturer defect warranty if received within 60 days. Replacement parts are sent free, no return required.
	Lool	Opening order: 24 pieces			
	Chroma	Opening order 12 pieces			
	Pellicer	Opening order 10 pieces			
Europa Eyewear	All brands (except DB4K React)	18 pieces	2 to 1 through a territory manager on all brands.	2-year warranty on manufacturer defects from date of patient purchase, 3-year unconditional warranty from date of patient purchase.	Credits will be issued for exchanges and warranties.
Face It Eyewear	All brands	No frame minimum	A limited exchange rate, varying by store, will be applied due to the low price point.	1 year from the date of customer purchase.	Credit the same month of arrival of returned item.
French Kiwis	All brands	24 pieces assorted	3 to 1	30 days return for any reason. 1 year for manufacturing defect.	First order is COD, then it's 30 days net or 2% 10 day.
Georges et phina	All brands	25 pieces	1 to 1 exchange provided if the return rate is below 25%.	Warranty is applicable on frames 2 years from the billing/ invoice date.	Credits are issued on defective frames that are returned if they have also been replaced. Credits are also issued on returns authorized by sales reps against a purchase order.
GT Eyewear	All brands	No frame minimums	3 to 1	1 year from the date of product purchase except on Diverso brand which has a lifetime warranty.	Credit will be applied as payment on the Invoice.
Hilco	All brands	No frame minimums	NA	All products are subject to manufacturer's instructions and warranties. Hilco Vision does not provide any additional warranties.	Returns must be pre-approved with an RMA (authorization number + return form completed). If authorized, credit is issued to the customer's Hilco Vision account.
ImportLux Inc.	Nathalie Blanc / Mr. Blanc	24 pieces combined	4 to 1 or 6 to 1	2 years from the clinic invoice on manufacturing defect.	Issued once frame received. Usually in current month or month after.
	All other brands	14 pieces. Can be tailor made to buyer	3 to 1 or 4 to 1		
JF Rey	All brands	24 pieces assorted	Depends on the customers tier status, which is based on the number of frames purchased per year. Up to 2:1	2 years from the original invoice date on manufacturer defects.	Credit notes are issued for exchanges, returns (not swaps) and warranty claims.
Karl Optical	All brands	No frame minimums	Exchanges are offered on a case by case basis, no hard/fast rules.	Manufacturer's defect warranty in effect, 1 year. Will accommodate accounts based on situation.	Returns are credited if returned by the sales representative or based on a workmanship/ manufacturer's defect.
Kering Eyewear	Cartier	50 pieces	Up to 20% exchange policy. No return policy on Cartier	2 year manufacturer warranty.	Credits can be issued within 30 days of an approved commercial RA.
	Gucci	36 pieces			
	All other brands	24 pieces			
Kio Yamato	Kio Yamato	30 pieces	3 to 1	2 years for manufacturers defects from invoice date.	All returns are for exchange only with authorized RA number. 25% restocking fee if frame is not packaged in frame bags. Turnaround after receiving a return is within 2 weeks.
	O&X New York	30 pieces	2 to 1		
Lafont	All brands	Flexibility: Frame minimums are left to the discretion between the account and Lafont representative	Provided if the return rate is below 25%	1 year from when the ECP sells the frame to a patient.	Accounts are credited for returns, overpayments and rebate.

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Lancot	All brands	18 pieces	Provided if the return rate is below 25%	2 year Ophthalmic frames from original date of patient invoice. 1 year sunglasses from original date of patient invoice.	Accounts are credited for returns. Sales representative must include RMA for return. Return must be shipped within 30 days after your RMA request is fulfilled. Frames must be in resalable condition.
Liberty Sport	All brands	18 pieces on any collection to open an account	RA required to facilitate exchanges.	Warranty replacement is offered for the life of the frame.	Credits are issued once received from the Canadian warehouse.
Lucyd	All brands	No minimum but 12 pieces recommend	Limited exchanges or returns	1 year from the date sold to the patient, but claim must be made within 3 years of original shipment date to account.	Accounts can be credited on limited returns, as only new sealed frames are sold and cannot be resold as new items if open.
Luxottica	Chanel	60 pieces	Exchanges need to be done within 2 years of the date of invoice.	2 years manufacturers warranty. Retailer will take photo of warranty frame and upload it through MYESSILORLUXOTTICA.COM portal.	N/A
	Oakley Optical / Oakley Sun / Prada	30 pieces			
	Burberry / Coach / Michael Kors / Ray-Ban /Ray-Ban Vista / Versace	25 pieces			
	Dolce & Gabbana/ Emporio Armani/ Costa/ Costa Rx/ Tiffany	24 pieces			
	Giorgio Armani/ Jimmy Choo	20 pieces			
	Arnette / Swarovski / Polo / Persol/ Prada Linea Rossa / Tory Burch / Vogue / Diesel	18 pieces			
	Miu Miu/ Polo Prep/ Ralph/ Ralph Lauren/ Sferoflex/ Ray-Ban Junior & Youth/ Ferrari Scuderia	12 pieces			
Oakley Junior & Youth/ Vogue Junior/ Emporio Armani Kids/ Polo Prep/ Burberry Junior/ Dolce & Gabbana Junior	8 pieces				
Marchon	Calvin Klein / Calvin Klein Jeans	30 pieces in any combination	Return rate must not exceed 25%	2 year warranty policy.	Will credit customer accounts.
	Nike / Cutler and Gross	40 opt and sun combined			
	Linda Farrow / Paul Smith	30 opt and sun combined			
	Pure / Marchon NYC	18 pieces of optical			
	Donna Karan/ Calvin Klein Jeans / Bebe / Calvin Klein/ Converse / Dragon/ Lacoste / Longchamp / Nine West / Salvatore Ferragamo	18 pieces of optical or sun combined			
	Canda Goose / KarlLagerfeld / DKNY	15 pieces of any combination			
	Air lock	No minimum			
	Columbia / Nautica	12 pieces in any combination			

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Marcolin	Tom Ford	36 pieces	3 to 1	2 years for manufacturers defects from the time the frame is shipped to our customer.	Full credit to customers as long as frame is resellable with original paperwork, cleaning cloth and case. If frame is not resellable, a 25% restocking charge applies. If the case is missing, there is a \$25 charge per case.
	Berlin	18 pieces	2 to 1		
	Tom Ford Icon	18 pieces. Opening order 8 pieces			
	Tom Ford Private	No minimum. Opening order 5 pieces			
	Zegna	No minimum. Opening order 12 pieces			
	Christian Louboutin	15 pieces. Opening order 8 pieces			
Match Eyewear	All brands	6 pieces	All returns are for exchange only	2 year from date of invoice for manufacturers defects.	Credit may be issued at the discretion of the company, but merchandise credit cannot be used as payment for balance due.
Maui Jim & Zeal Optics	Maui Jim Sun	54 pieces	Open policy - clinic can return/exchange product without an RMA or authorization.	2 year warranty on manufacturer defects.	Open policy - clinic can receive credits for returned/exchanged product without an RMA or authorization.
	Maui Jim Ophthalmics / Zeal Sun	24 pieces			
Milan Eyewear	All brands	No minimums	1 to 1	2 year warranty on manufacturer defects.	Credits are issued for both exchanges and returns.
Modern Optical	All brands	No minimums	Exchange for equal value, through their local representative with an offsetting order.	1 year warranty on manufacturer defects from date of original invoice for Modern Collection. 2 year on all other brands.	Customers receive credits for returned product and for warranty replacements that have already been ordered and shipped.
Modo	All brands	No minimums	1 to 1	2 year warranty on manufacturer defects from date of purchase.	Accounts will be credited for the frame for the last purchase price.
MOOD	All brands	Depends on the collection. From 18 to 24	3 for 1 including repeats	2 year warranty from purchase date.	Average processing time 30 to 55 days from day product received.
Nanco	All	No minimums	2 to 1	1 year from the clinic sell date.	Credit on the reception of the frame return and at the original purchased price.
OGI Eyewear	All brands	No minimum for established account. Opening order 14 pieces per brand	Accepted for reasons covered under warranty policy by Seller or upon mutual agreement. Exchange authorization by sales rep required.	OGI, Seraphin, and Red Rose brands: 2 year warranty on manufacturer defects from date of purchase. Claim must be filed within 14 days of receipt.	Credit is extended at Seller's sole discretion. Any open credit on account will be applied toward any open balance. Credits expire six (6) months from the posting date and will not be available for use after cancellation.
Offview S.L	All brands	No minimum. Opening order 30 pieces	Up to 20% per order Return frames: ◦ Within 24 months: 100% credit note ◦ After 24 months: 50% credit note ◦ After 36 months: no credit	First year: \$0 ◦ From 12 to 36 months: \$6 for front or both temples ◦ After 36 months: \$35 for front or \$25 for temples ◦ For Silver (up to 200 units), Gold (up to 500 units), and Diamond (over 500 units) accounts, all warranties are free of charge	Return the frames to your local sales representative to process the credit.
Ophthalmogix	N/A	No minimum	If product is defective or does not perform as promised (evaluated on a case-by-case basis), free exchange given.	Lifetime warranty for product defects for shelf life of product (typically five years)	Credits are applied directly to the account and will be automatically used toward the next order.
OpticalSupply.ca	All brands	No frame minimums	Exchanges offered for frames that have been purchased within the last 6 months.	Warranty replacement is offered for 14 months after the invoice date.	Credits are offered for any frame that is in the 6 month range. Also can return frames within the 6 month range.
Optika Eyewear	All brands	No minimum. Opening order 12 pieces	Returns are offered on 1 frame per every 3 new purchases.	2 year warranty on manufacturer defects.	Refunds allowed for purchases on approval within 4 weeks or by salesman. Amount will be credited to the account and deducted from the next payment.

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Optiman	All brands	No minimums	Vendor is committed to working with accounts/retailers when an exchange is requested.	Waranty applies for 2 years from the invoice date for the damaged product.	Warranty credits apply only for the 2 years that the warranty is in effect.
Orgreen Optics	All brands	Store size dependent. With over 1,000 frames in collection, representatives would decide what a good representation would be.	Exchanges are accepted	2 year warranty on manufacturer defects.	All credits will be processed within two weeks. Sales representative will facilitate product return to the office.
Perfect Optical & Superclip	All brands	No minimum but 12 pieces recommend	Exchanges are permitted within one year based on overall volume.	2 year warranty on manufacturer defects from date of purchase.	Credits are processed within one week and is posted on monthly statement.
Ronor	All brands	No minimum	2 to 1	2 year warranty on manufacturer defects from date of purchase.	Once the frame is received and the credit is approved, a note of credit will be applied into the account.
Safilo	Carrera / Hugo Boss / Kate Spade	Urban: 36 pieces to open, 24 pieces annual productivity Non-Urban: 24 pieces to open, 18 pieces annual productivity	20% for commerical returns	3 years from invoice date for purchase.	Credits for exchanges/warranty will be issued within 7 days.
	Carolina Herrera / David Beckham / Juicy Couture / Missoni	Urban: 18 pieces to open, 12 pieces annual productivity Non-Urban: 12 pieces to open, 12 pieces annual productivity			
	Marc Jacobs / Polaroid	Urban: 24 pieces to open, 12 pieces annual productivity Non-Urban: 18 pieces to open, 12 pieces annual productivity			
	Hugo /Tommy Hilfiger / Under Armour	Urban: 24 pieces to open, 18 pieces annual productivity Non-Urban: 18 pieces to open, 12 pieces annual productivity			
	Elasta, Emozioni, Stuart Weitzman	No minimum			
	Chesterfield / Fossil / Liz Claiborne / Safilo	Urban: 12 pieces to open, 12 pieces annual productivity Non-Urban: 12 pieces to open, 12 pieces annual productivity			
TEK Optical	TEK Optical	All brands	No minimums	2 to 1 within a 2 year period from original invoice.	2 year warranty on manufacturer defects from date of purchase.
Thelios	Please contact vendor for details.				
Tura Inc.	All brands	No minimum. Opening order 12 pieces but can be more depending on area.	1 to 1 can be provided if the return rate is below 25%, but not guaranteed 2 to 1 if return rate is over 25% 3 to 1 or 4 to 1 may apply at the time of order.	2 year warranty on manufacturer defects from time of invoice.	Processed within 4 weeks of receipt at returns facility.

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Westgroupe	All brands	No minimums	1 to 1. Exchange only, frames are non-refundable. Frames must be returned within one year from date of purchase to be eligible for exchange.	Warranties on manufacturer defects from invoices date: 1 year for sunglasses 2 year for Rx frame 5 year for Nanco collection Lenses, temple tips, nose pads, frames sold as discontinued are not covered under warranty.	Frames ordered on approval have a grace period to be returned for credit: 30-day frames, 15-day sunglasses.
Wolf Eyewear Canada	All brands	No minimums	1 to 1	2 year warranty period.	Full credit is offered for warranty claims within 2 years by sending a digital photo of the damaged product to your representative. Full frames are supplied for warranty issues. Credits are processed within 72 hours of receipt by the rep or UK office.
Zen Eyewear Canada LTD	All brands	To open an account, need to provide a minimum of 14 frames.	Our exchange policy allows for a maximum of 10% of the new order.	The warranty period is 24 months.	We typically issue a credit note after receiving them. Customers have 30 days to return the frames after receiving the new order.
Zig Eyewear	All brands	15 pieces per collection	3-1 and fairly negotiable	We warranty our frames 2 years to the patient.	Credits are applied in full as soon as the office receives the frames from the customer.
Zyloware Eyewear	All brands	10 pieces	1 for 1	2 years	Exchange frames are credited in the same month as the replacement order. For warranty returns, a photo of the defective frame and the original invoice must be emailed after placing the replacement order. Credits are processed once documentation is received.